

## About us...

Lincolnshire



Lincolnshire Co-op, based in the historic city of Lincoln, is one of the most successful and progressive independent co-operatives in the country, with an annual turnover in excess of £300 million.

## Essential Information – what you need to know

### Job Purpose:

- To provide IT support, take calls both during and outside of normal working hours which may be of a sensitive nature and respond to any service related issues throughout the Society.
- Resolve issues as they arise or delegate these to appropriate teams to be completed within our agreed service level timescales to maintain a high level of customer satisfaction.

### You'll Report To:

- Service Desk Team Leader.

### Your Hours:

- 37.5 hours per week FTE.
- Hours of work will be shift-based, spanning 24 hours a day across 7 days, 365 days of the year.
- Premium payments will apply for certain working hours and bank holidays. These payments are discretionary and can be changed at any time with notice.

### Your Relationships

- Your line manager and all colleagues throughout the Society.
- External customers who can include, but is not limited to, contractors, care homes, emergency services and members of the public.

### What you'll bring to us:

- Previous experience in a similar role would be advantageous, however this is not essential as full training will be provided.
- Excellent communication and customer service skills to effectively communicate with both technical and non-technical colleagues.
- An organised and methodical approach to your work.
- An ability to prioritise a varied workload.
- A naturally organised and diligent manner with an ability to keep calm and remain focused under pressure.
- The ability to work efficiently and effectively on your own using your initiative, or as part of a team.
- A motivation and enthusiasm for learning through demonstrating a growth mindset, while inspiring your colleagues to do the same.



**Providing and supporting**  
valued services



**Helping to grow the**  
local economy



**Caring for our**  
health and wellbeing



**Looking after**  
our local environment

## Together we are...

**Your Purpose** – I will contribute to the Society's ongoing success in this role by:

### Your duties and responsibilities:

- Serving as the initial point of contact for users seeking technical assistance via phone, email, or via our online portal (Ivanti).
- Monitoring CCTV systems and responding to CCTV requests.
- Handling IT queries from colleagues through phone calls and emails, logging, triaging and progressing them through to resolution.
- Responding to and logging out-of-hours calls from various external customers, including but not limited to care homes, emergency services, and families.
- Maintaining accurate records and documentation of troubleshooting steps, solutions, and frequently asked questions (FAQ's) for future reference.
- Receiving calls from internal and external customers and taking appropriate action to escalate any issues or concerns.
- Collaborating with our internal IT team or other third-party vendors to resolve complex technical issues or escalate unresolved problems as needed.
- Managing and monitoring ongoing incidents, coordinating relevant teams to ensure an effective and efficient response and conclusion.
- Keeping our premises secure by monitoring and responding to alarms, liaising with security firms, police and keyholders where necessary.
- Identifying recurring issues and suggesting improvements for processes, tools or documentation to enhance the efficiency of the Service Desk.
- Providing detailed shift reports highlighting incidents, resolutions, and pending issues for seamless transition between shifts or for higher-level support.
- Adhering to IT policies, procedures and compliance regulations and taking responsibility for keeping your industry knowledge up to date.



## Together we are...

- **Helpful** – we'll look for ways to make a difference
- **Inspiring** – we'll help everyone be the best they can be
- **Trustworthy** – we can be relied on

## Your Approach – how you will contribute to your team and the Society's ongoing success in this role.

### I will be helpful by:

- Responding positively to requests from colleagues and customers.
- Trying to get it right first time.
- Resolving customer complaints and take corrective action.
- Sharing my knowledge with my colleagues.
- Offering to help before being asked.
- Going above and beyond.
- Contributing to the team and its success.

### I will inspire others by:

- Supporting and encouraging one another.
- Being a positive role model.
- Listening and learning from my colleagues and line manager.
- Building strong relationships with customers and colleagues.
- Suggesting new ideas and trying new things.
- Being aware of my strengths and where I need to develop.
- Taking pride in my work and celebrating success.

### I will be trustworthy by:

- Using good judgement in all situations.
- Being open and honest.
- Take responsibility for my work and delivering positive outcomes.
- Treating everyone fairly and with respect.
- Doing my best for each other and our communities.